



RI Medicaid – Annual Plan Change Opportunity Frequently Asked Questions for Members

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Will my dental benefits change if I pick a new health plan?

I received more than one letter. One letter says that I can choose a new plan. The other letter states either that my coverage is ending or that I need to send in documents. What should I do?

I tried to switch health plans, but I never received any materials from the new health plan. What should I do?

Participating Health Plans

What is the Medicaid Annual Plan Change Opportunity?

The Annual Plan Change Opportunity is a time when you can change your Medicaid health plan if you want to.

When does the Medicaid Annual Plan Change Opportunity begin and end?

The Medicaid Annual Plan Change Opportunity runs from September 8th through October 30th, 2020.



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Do I have to change my health plan?

No, if you are happy with the health plan you are currently enrolled in, you do not have to change. If you do not want to change plans, you do not need to do anything.

How do I change health plans?

You can:

- *Call HealthSource RI at 1-855-840-4774 and ask to change your health plan. Have your letter with you when you call, because it includes your member ID and health plan. Or*
- *Fill out the Plan Change Request form that is with the letter you received and mail it back in the envelope provided.*
- *If you lose your form, you can find one online at <http://www.eohhs.ri.gov/Home/PlanChange.aspx> and follow the instructions on that form.*

The letter you received tells you the date by which to make a change. The Medicaid Annual Plan Change Opportunity ends on Oct 30th.

If I change health plans, will there be a gap in my coverage?

No, you will stay in your current health plan until enrollment in the new health plan begins.

How will I know when I am enrolled in the new health plan?

You will get a member package and a new ID card from your new health plan. This will tell you the start date for the new health plan. You will stay enrolled with your current plan until then.

How long will it take until I'm enrolled in the new health plan?

If you have children, you should hear from your new plan within 3 weeks. If you are an adult with no children, it could take up to 8 weeks to hear from your new plan. In the meantime, you remain enrolled with your current plan.

Why did I get more than one letter about changing health plans?

Members of your family may have different types of Medicaid coverage. For example, someone in the household who has SSI benefits has a different type of Medicaid coverage than someone in the household who is not disabled. When family members have different types of coverage, we sent separate letters. But the process for changing health plans is the same.

Can my family members choose different health plans?

All family members listed in one letter must be in the same health plan. If a family member got a separate letter, he/she can choose a different health plan.



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What do I do if one of my family members is not listed in my letter and they didn't get a letter of their own?

Call HealthSource RI at 1-855-840-4774 to check on this. Have your letter with you when you call as well as the social security number of the other household member.

If my household includes children on RItCare /Medicaid and parents with a pay plan through HealthSource RI, does this Annual Plan Change Opportunity apply to our whole family?

No, this current plan change opportunity period is to allow the selection of a new Medicaid health plan for the children only. The HealthSource RI open enrollment period for the adults to select a new health plan usually occurs in November through December each year.

What will happen if I don't respond to this letter?

Nothing. You will remain in your current health plan.

Are the benefits the same in all three health plans?

The benefits are the same. Before changing plans, you should make sure that your doctor is enrolled with the new health plan you want to choose and that the plan covers any prescriptions you may need. There may be some special programs offered by each health plan. You can call the health plan you want to choose to see what special programs they might have.

How do I know if my doctor takes the health plan insurance?

You can contact the health plan and ask them to look up your doctor. If you have access to a computer, you can also check on the health plan's website (See page 5). You can also ask your doctor.

How do I know if my prescription is covered by the health plan?

You can contact the plan and ask them to check for you. If you have access to a computer, you can also check on the plan's website (See page 5).

What do I do if I lose my letter and want to change health plans?

You have two choices:

- 1. Call HealthSource RI at 1-855-840-4774 and ask to make a change in your Medicaid managed care health plans*
- Or*
- 2. You can print a Plan Change Request form at <http://www.eohhs.ri.gov/Home/PlanChange.aspx>, fill it out, and mail it in to the address on the form.*

What do I do if my address on the letter is wrong?

Call Healthsource RI at 1-855-840-4774. It is very important that Medicaid has your correct address.



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My friend got a letter but I didn't. What do I do?

We are sending the letters by zip codes. If you do not receive a letter by early October, call HealthSource RI at 1-855-840-4774. You can also change your health plan before you receive a letter. Call HealthSource RI if you would like to change health plans.

Can I change my plan after the Annual Plan Change Opportunity period ends?

Once the annual plan change opportunity period ends, and until next year's Medicaid plan change opportunity, you may only change your health plan for "cause." Examples of "cause" include: your provider leaving the health plan, your medication no longer being covered, and other reasons that make your current plan not work for you. EOHHS determines whether you have cause to change your health plan.

Will my dental benefits change if I pick a new health plan?

No, your dental benefits will stay the same.

I received more than one letter. One letter says that I can choose a new plan. The other letter states either that my coverage is ending or that I need to send in documents. What should I do?

The notice about your coverage ending or a notice asking you to send in documents are very important. If you don't respond, you could lose your Rite Care or Medicaid coverage.

- If you received a notice telling you to send in documents, you should follow the instructions about how to send the documents. You can get help from a Navigator in your community. Call 2-1-1 to find a Navigator.*
- If the notice says your coverage is ending, you can request a hearing if you think the decision is wrong.
You can call RI Legal Services (1-800-662-5034) or RIREACH (1-855-747-3224) for help.*

You may also contact HealthSource RI at 1-855-840-4774, and someone can help to answer your questions about those notices, and also about changing health plans.

I tried to switch health plans, but I never received any materials from the new health plan. What should I do?

Call HealthSource RI at 1-855-840-4774 to check on your plan change. If you have children in your household, you should hear from your new plan within 3 weeks of your request to change plans. If you are an adult with no children, it could take up to 8 weeks to hear from your new health plan.



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Participating Health Plans



1-401-459-6020 or 1-800-459-6019
nhpri.org



1-866-738-4116
www.ritogether.com



1-800-587-5187
UHCCommunityPlan.com